

What Is Claimed Is:

1           1.    A system for processing a customer  
2 concern, the system comprising:  
3           a service station having a digital camera  
4 assembly, wherein the digital camera assembly is  
5 removable from the service station for capturing  
6 digital information related to the customer concern,  
7 the digital information is automatically downloaded  
8 from the digital camera when the camera is returned to  
9 the service station;

10           a reviewer station for receiving the digital  
11 information from the service station for determining  
12 how to address the customer concern; and

13           a communication network connecting the  
14 service station with the reviewer station for  
15 transmitting customer concern including the digital  
16 information therebetween.

1           2.    The system of claim 1 wherein the  
2 service station further comprises a computer in  
3 communication with the digital camera assembly for  
4 receiving digital information of the customer's  
5 concern.

1           3.    The system of claim 1 wherein the  
2 service station further comprises a scanner for  
3 acquiring at least one identifying indicia.

1                   4.    The system of claim 3 wherein the at  
2   least one identifying indicia is a vehicle  
3   identification number.

1                   5.    The system of claim 3 wherein the at  
2   least one identifying indica is watermarked onto the  
3   digital information.

1                   6.    The system of claim 3 wherein the  
2   scanner is attached to the digital camera assembly.

1                   7.    The system of claim 1 wherein the  
2   service station further comprises a housing, the  
3   housing has a base and a base cover.

1                   8.    The system of claim 7 wherein the base  
2   further comprises a first recess portion for receiving  
3   a computer.

1                   9.    The system of claim 7 wherein the base  
2   further comprises a second recess portion for  
3   receiving the digital camera.

1                   10.   The system of claim 8 wherein the  
2   second recess portion further comprises a plurality of  
3   terminals which contact a plurality of camera  
4   terminals.

1           11. The system of claim 10 wherein the  
2 plurality of terminals further comprises a first set  
3 of terminals in communication with a first set of  
4 camera terminals for charging the camera.

1           12. The system of claim 10 wherein the  
2 plurality of terminals further comprises a second set  
3 of terminals in communication with a second set of  
4 camera terminals for transmitting data between the  
5 camera and computer.

1           13. The system of claim 1 wherein the  
2 service station further comprises a power supply for  
3 providing electrical power to the digital camera.

1           14. The system of claim 1 wherein the  
2 service station further comprises a battery charger  
3 for charging a battery included in the digital camera  
4 for providing electrical power to same.

1           15. A system for processing a customer  
2 concern, the system comprising:

3           a service computer having a digital camera  
4 assembly in communication therewith for capturing  
5 images of the customer concern;

6           a reviewer computer for receiving the images  
7 from the service computer for determining how to  
8 address the customer concern; and

9           a communication network connecting the  
10 service computer with the reviewer computer for  
11 transmitting customer concern information including  
12 the images therebetween.

1           16. The system of claim 15 further  
2 comprises a scanner in communication with the digital  
3 camera assembly for acquiring at least one identifying  
4 indicia.

1           17. The system of claim 16 wherein the at  
2 least one identifying information is a vehicle  
3 identification number.

1           18. The system of claim 16 wherein the at  
2 least one identifying information is watermarked onto  
3 the images.

1           19. The system of claim 15 further  
2 comprises a housing having a base and a base cover.

1           20. The system of claim 19 wherein the base  
2 further comprises a first recess portion for receiving  
3 a computer.

1           21. The system of claim 19 wherein the base  
2 further comprises a second recess portion for  
3 receiving the digital camera assembly.

1           22. The system of claim 21 wherein the  
2 second recess portion further comprises a plurality of  
3 terminals which contact to a plurality of camera  
4 assembly terminals.

1           23. The system of claim 22 wherein the  
2 plurality of terminals further comprises a first set  
3 of terminals in communication with a first set of  
4 camera terminals for charging the camera.

1           24. The system of claim 22 wherein the  
2 plurality of terminals further comprises a second set  
3 of terminals in communication with a second set of  
4 camera terminals for transmitting data between the  
5 camera and computer.

1           25. The system of claim 19 wherein the  
2 housing further comprises a power supply for providing  
3 electrical power to the digital camera.

1           26. The system of claim 19 wherein the  
2 housing further comprises a battery charger for  
3 charging a battery included in the digital camera for  
4 providing electrical power to same.

1           27. A system for processing a customer  
2 concern, the system comprising:  
3           a service computer for receiving data  
4 indicative of the customer concern;

5 a digital camera in communication with the  
6 service computer for capturing at least one image of a  
7 subject matter of the customer concern;  
8 a scanner for acquiring an identifying  
9 indicia of the subject matter of the customer concern;  
10 a reviewer computer for receiving the at  
11 least one image from the service computer to determine  
12 how to correct the customer concern; and  
13 a communication network connecting the  
14 service computer with the reviewer computer for  
15 transmitting customer concern information including  
16 the at least one image therebetween.

1 28. The system of claim 27 wherein the  
2 identifying indicia is a vehicle identification  
3 number.

1 29. The system of claim 27 wherein the  
2 identifying indicia is watermarked onto the at least  
3 one image.

1 30. The system of claim 27 further  
2 comprises a housing having a base and a base cover.

1 31. The system of claim 30 wherein the base  
2 further comprises a first recess portion for receiving  
3 the service computer.

1           32. The system of claim 30 wherein the base  
2 further comprises a second recess portion for  
3 receiving the digital camera.

1           33. The system of claim 30 wherein the  
2 second recess portion further comprises a plurality of  
3 terminals which contact to a plurality of camera  
4 terminals.

1           34. The system of claim 33 wherein the  
2 plurality of terminals further comprises a first set  
3 of terminals in communication with a first set of  
4 camera terminals for charging the camera.

1           35. The system of claim 33 wherein the  
2 plurality of terminals further comprises a second set  
3 of terminals in communication with a second set of  
4 camera terminals for transmitting data between the  
5 camera and computer.

1           36. The system of claim 30 wherein the  
2 housing further comprises a power supply for providing  
3 electrical power to the digital camera.

1           37. The system of claim 30 wherein the  
2 housing further comprises a battery charger for  
3 charging a battery included in the digital camera for  
4 providing electrical power to same.

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